CITY OF RIVERSIDE

01/10/07

HUMAN RESOURCES DEPARTMENT

Created

CLASSIFICATION SPECIFICATION

TITLE: **INFORMATION TECHNOLOGY OFFICER**
INFORMATION TECHNOLOGY OFFICER (NON-CLASSIFIED)*

DEFINITION

Under general supervision, to plan, organize and direct an information technology functions related to either Public Safety, Utilities, Public Works, Community Development, Human Resources, Financials or the City Manager's office; and to do related work as required. *Positions designated as Non-Classified are exempt from the classified service. The Incumbent shall be appointed "at-will" and serve at the pleasure of the City Manager.

DISTINGUISHING CHARACTERISTICS

The Information Technology Officer is distinguished from the Network Support Specialist series in that the Information Technology Officer is responsible for managing City resources and contract staff to oversee critical systems projects and initiatives in one of the following areas: Public Safety (Fire and Police); Community Development (Enterprise GIS, Permitting, Business Tax, Code Compliance); Utilities and Public Works (SCADA, Billing, Work Order Management); or Administration (Financials, Payroll, Benefits, Applicant Processing). In addition, the incumbent is responsible for creating and maintaining City subject matter expertise in a specific functional area. This position reports to the Chief Information Officer, but receives direction from Department Heads who have critical needs and requirements germane to their areas.

REPORTS TO: Chief Information Officer

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Chief Information Officer. Receives general direction from Department Heads.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

·   Provide subject matter expertise in applications and ensure business process knowledge is retaining with City resources and not contract resources.

·   Supervise one of the following technical areas which includes City staff and contract staff: PC Technicians/Help Desk, Network/Telecommunications, Data Center/Systems Administration/Database Administration, Applications.

·   Develop strategic plans and implement operational plans to provide information technology infrastructure to support the City's/Department's business goals.

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·   Develop and implement project plans to accomplish work group objectives; assign work and monitor performance; take action in the full range of formal personnel activities, and provide contract oversight in conjunction within the Information Technology Department.

·   Oversee and provide consultation in the development of technology solutions to achieve business goals in a variety of operational areas.

- Create and foster partnerships with others to deliver and improve services as well as participate in forums of common interest to the functional areas of responsibility.

- Establish policies and procedures as well as establish acceptable practices.

- Manage a portfolio of projects to be accomplished in the short and long term.

- Ensure customer service satisfaction and enhanced productivity as well as a constructive operational environment and positive organizational behavior.

- Possess subject matter expertise in the functional areas of responsibility and ensure no single point of failure exists in both the technology and resources.

- Prepare, negotiate and present budget and other funding proposals; monitor expenditures and operate within budget allocation.

- Negotiate, prepare, review and/or enforce contracts/service level agreements.

- Measure work productivity and customer satisfaction.

- Serve as liaison between the City and other agencies.

QUALIFICATIONS

Knowledge of:

- Specific software applications applicable to the functional area or Department's assigned.

- Processes and procedures of the Departments in the City.

- Significant technology knowledge to both current technology and industry directions plus the ability to be able to apply technology issues to the business needs of the organization.

- Current technology in a changing environment.

- All aspects of the contract group and City staff assigned.

- Subject matter expertise for the in-house production applications.

- Project management.

- User need analysis, existing and emerging technology, costs/benefits, internal political considerations and available financial and human resources.

- Maintaining knowledge of emerging technology and industry supported (e.g. financial systems, supervisory control, law enforcement) as well as understanding applicability of new technology to operations.

Ability to:

- Provide direction, priorities and project management oversight for all of the resources necessary to properly manage, maintain and implement technology projects within various City Departments.

- Present technology vision and strategies to Department management.

- Develop strategic plans for operation and growth.

- Manage multi-faceted and technically sophisticated projects and on-going operations.

- Establish objectives, activities and time lines and completing the work within those parameters.

·   Build consensus and other group decision processes; building teams.

·   Understand organizational dynamics related to budget, human resource allocation, authority to act and other factors critical to establishing realistic objectives and achieving goals.

·   Advocate for needed resources and use of services.

·   Persuade and influence others; negotiate desired outcomes.

·   Communicate with others from a varied socio-economic background, diverse cultural norms and/or conflicting priorities/needs.

·   Foster positive relationships and public relations.

·   Supervise contract resource and City staff and ensure full utilization is realized and eliminate redundancy of functions.

·   Prepare performance evaluations for staff and work plans to monitor and track results.

·   Prepare RFP's for selecting new technology or replacing contract resources.

·   Prepare City Council agenda items for projects requiring City Council approval.

·   Prepare reports, memos and formal presentation materials that require attention to style and content to actively engage the reader and sell technical ideas.

·   Listen to others and understand direct and implicit messages; seek and utilize information from others.

·   Tailor verbal presentation of technical information based on understanding of and appealing to diverse perspectives and needs.

·   Act as clients trusted advisor/strategic partner by acting in the best interests of the client's needs, challenges and opportunities.

·   Anticipate situations and take action to create opportunities and/or avoid problems.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of a Bachelor's degree from an accredited college or university with major course work in computer science, information systems, electronics engineering, voice/data communications, public/business administration or a related field. Additional qualifying systems analysis or programming experience may be substituted for the required education on the basis of one year of experience for 60 semester or 90 quarter units education.

Experience:Four years of considerable, progressively responsible experience in technical or administrative or staff capacity with responsibility for planning, organizing and implementing information system programs and projects, including supervising staff. A Master's degree in computer science, information systems or public/business administration may be substituted for one year of non-supervisory experience.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Information Technology Officer

TO: Chief Information Officer